



Referral Link and information pack for professionals

Mimram Gender Based Abuse Service

The Mimram Gender Based Abuse Service specialises in providing practical and emotional support, as part of a co-ordinated multi-agency response to meeting the needs of survivors of all forms of Violence Against Women and Girls, including domestic, sexual, technology-facilitated, economic abuse and so-called 'honour' based violence, as well as coercive control, modern slavery and human trafficking, working in the sex industry, forced marriage, stalking and female genital mutilation. The service is available for women, children and men of all ages who are living in Hertfordshire and are experiencing a form of gender-based abuse.

The service will provide free, confidential, non-judgmental, independent specialist support to survivors. We can support survivors with their current needs which may include:

- Criminal Justice System (CJS)– support reporting to the police, explaining the CJS process, pre – trial visits, attending court to give evidence, obtaining updates from court.
- Obtaining Civil orders
- Support finding safe accommodation
- Safety planning
- Referral to agencies including by and for and specialist services
- Emotional Support including access to group work
- One stop shops (available from the end of 2026) to bring together a range of professionals under one roof.

Statement on inclusivity

We are committed to promoting equality by creating better experiences for survivors because we understand that for some survivors, their experiences of abuse intersect with experiences of racism, homophobia, ableism, and other forms of oppression, making escape from abuse even more complex. We are committed to ensuring that the families that depend on us have



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accessible and barrier-free services. We acknowledge the complexities of intersectionality, including differences in people's backgrounds and life circumstances and how these may impact accessing our services. When making a referral to our services we ask that you consider any barriers individual survivors may have in accessing our services and highlight them to us so we can work together to reduce barriers.

Frequently asked questions

Why do you need consent from survivors?

We are a voluntary, client-led service; we understand that there are many barriers to accessing support, so it is important that people know why they have been referred to our services and are ready to consent to the support offered. We only work with survivors who are ready to access the service, although we are happy to speak to survivors who are unsure about the service to explain more to them. Accessing services can be a challenging step for some survivors, taking a trauma informed approach is important; Refuge are happy to advise further, so please do call us if you would like support with this.

How is the Mimram service different to previously commissioned services?

Before the 1st of July 2026 there were multiple commissioned services across Hertfordshire. These included, the Hertfordshire IDVA Service, the Hertfordshire Housing Advocacy Service, the Community Outreach services, the Hertfordshire ISVA Service, the Hospital domestic abuse teams in Lister and Watford General Hospital. The Mimram Service will replace all these services so there is one front door for all VAWG support and all risk levels across Hertfordshire.

What areas are covered by which organisations?

Refuge will cover Stevenage, North Herts, Hertsmere, Watford and Three Rivers. Safer Places will cover East Herts, Broxbourne and Wel/Hat. St Albans and Hertsmere Women's Refuge (SAHWR) will cover St Albans and Dacorum. Asian Women's Resource Centre will work with women in the Watford and St Albans areas. To make a referral for support please contact the Mimram service one front door and our duty IGVA's will assess where a survivor is best placed to receive support across the partnership.

Will the Mimram support service support men?



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Whilst women and girls are disproportionately affected by gender-based abuse, Refuge recognise men can be survivors too and we offer support to male survivors in our services. Mimram has a specialist male IGVA who will work with male victims countywide.

Do Refuge support people from the LGBTQ+ community?

Yes, we do support people from the LGBTQ+ community, and we provide an independent and non-judgmental service.

Do you support children and young people?

The Mimram Support Service have a dedicated children's team who support children directly, and through their non abusive parent. This part of the service will be introduced towards the end of the summer 2026, if you wish to make a referral for a child, please speak to the duty IGVA team about alternative support during this period.

Will there be a waiting list for support?

No, we will not have a waiting list. All survivors referred into the Mimram service will be contacted by our One Front Door IGVAs within 24 hours of us receiving the referral. If they are eligible for ongoing support Refuge will allocate to the appropriate partner agency for ongoing support.

Do you support non-DA stalking and Sexual Violence?

Yes, the Mimram Service will support all types of VAWG. This includes stalking, harassment, and sexual violence outside of a domestic context.

How to make a referral

There are lots of ways you can contact the Mimram service for support.

Call us on 0300 790 6772 to speak to a specialist IGVA:

Mondays and Wednesdays: 9am – 5pm Tuesdays, Thursdays and Fridays: 9am – 8pm

Access virtual support through our website with live chat options including a 24-hour chatbot (available from October) and SMS options: <https://www.mimramsupport.co.uk>





If you are a professional and would like to make a referral, please either call us or complete the webform

[Mimram Gender Based Abuse Support Service Referral Form & Information Pack – Fill in form](#)

